

## SERVICE BULLETINS

No current Bulletins

Verify All Parts Numbers Are Current

Version	Parts No	Short Description
ALL	<a href="#">BN44-00341B</a>	Power PCB Function & IR PCB
ALL	<a href="#">BN96-13226B</a>	
ALL	<a href="#">BN94-02620R</a>	Main PCB
ALL	<a href="#">BN07-00833A</a>	Panel
ALL	<a href="#">BN81-04414A</a>	T-CON PCB
ALL	<a href="#">BN96-10689A</a>	Stand Guide Neck
ALL	<a href="#">BN96-12768B</a>	Rear Cover
ALL	<a href="#">BN96-12753A</a>	Front Cover
ALL	<a href="#">BN96-12795C</a>	Stand Guide
ALL	<a href="#">BN96-12763E</a>	Stand Base
ALL	<a href="#">BN40-00163A</a>	Tuner
ALL	<a href="#">BN96-12837B</a>	Speaker
ALL	<a href="#">BN96-12723D</a>	LVDS Cable
ALL	<a href="#">3903-000467</a>	Power Cord
ALL	<a href="#">BN59-01042A</a>	Remote
ALL	<a href="#">BN63-01798B</a>	Cleaning Cloth

**HELP** : 1-888-751-4086; 1-866-894-0637 (FE)

GSPN

<http://gspn3.samsungcsportal.com>

PLUS ONE

<http://my.plus1solutions.net/clientPortals/samsung>

## HOT TIPS

**Power On Problems:** (see page 2)

**Video Problems:** (see pages 3,4)

**TIP:** After replacing Main/Panel picture is upside down.

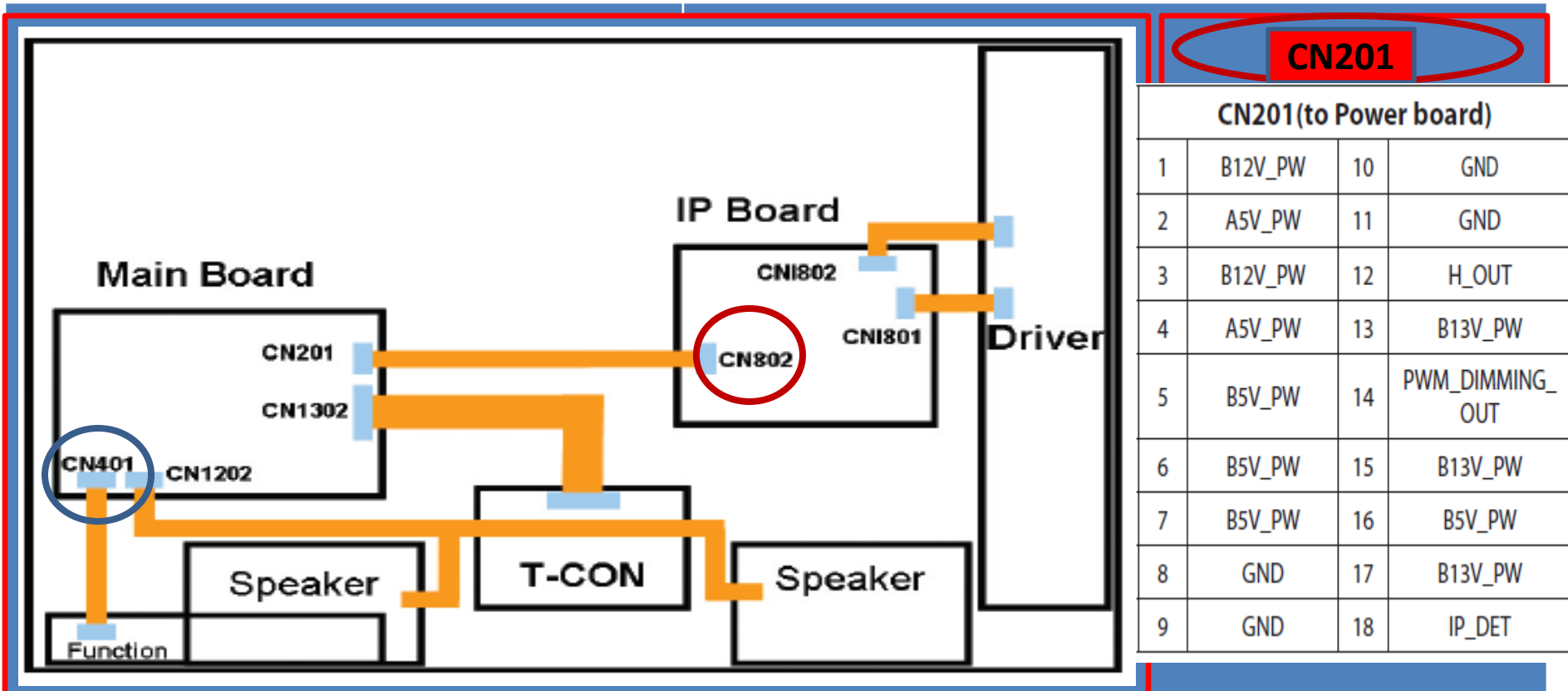
**Fix:** Test Mode/Mirror Option/Toggle

## FIRMWARE

10/18/2010

**Firmware for Valencia 1G Model**

-. Version : 1030.1-. Folder Name: T-VALAUSC Description Add "3D Optimize" option on Menu for better 3D image. Enhance streaming performance for Internet @TV Apps 'MLB' And this firmware prevents below issues . 'USB Power Overload' message pops up even USB port is not connected



- Power On Sequence (approximate Voltages)**
1. Standby Voltages: CN201-4 (5V)
  2. Power On CN201-2 (0 – 3V )
  3. Low Voltage Supplies On CN201-1,3,5,7,13,15,17 (Volts Listed on CN802)
  4. Back Light On CN201-16 (0-3V, delayed)
  5. Back Light Confirm CNI802- (FB1 & FB2)
  6. Dimming Signal CN201-14 (1V–4V approx)

**To Force Backlight On without Main Board :**

1. Remove Power Cord
2. Remove CN802
3. Plug Power Cord In.
4. Backlight should be on immediately.

**CN401 (to Function/IR)**

1	IR	6	KEY_INPUT1
2	GND	7	KEY_INPUT2
3	A3.3V_PW	8	LED_STB
4	MSCL_A5V	9	LED_CNTR
5	MSDA_A5V	10	A3.3V_PW

## TROUBLESHOOTING VIDEO PROBLEMS

### 1. Verify Video Operation

- Customer Picture Test** (models available)
- "Display"** (If display is OK source is suspected)
- Substitute with known good Source  
(external DVD or Signal Generator)

### 2. Using Test Patterns in Service Mode

#### - ENTER SERVICE MODE -

- Select an active source signal. (HDMI preferred)  
Test Pattern may rely on signal source to appear.

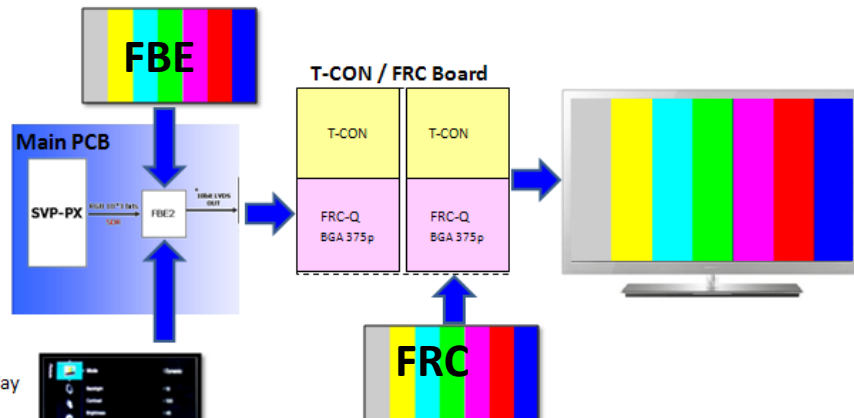
#### Customer Remote

- Power off
- Mute, 182, Power

#### Service Remote

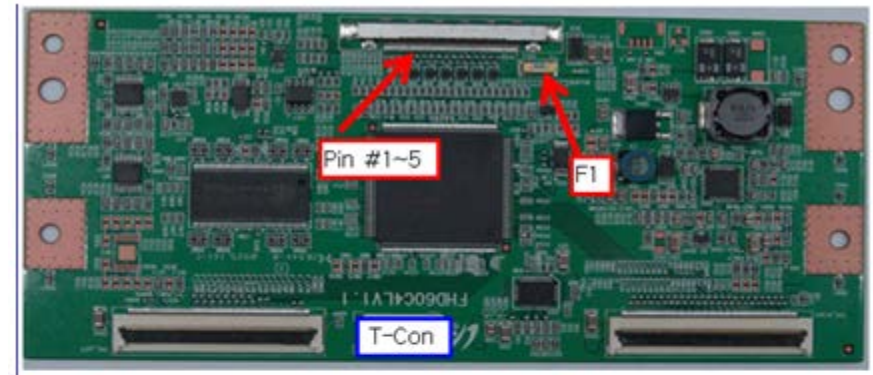
- Power On
- Info, Factory

## 2010 Models with FRC 120Hz/240Hz LCD Signal Path for Troubleshooting



1. Check OSD & Customer Picture Test.
2. Access SVC Mode (with source signal)
3. Activate **FBE** Test Patterns & Verify.
4. Activate **FRC** Test Patterns & Verify.

## T-Con Troubleshooting



Check for 13V supply to Pins 1-5 and LVDS Side of F1 Fuse, if 13V is **NOT** present....

NO

Check for defective LVDS Cable or 13V feed error.

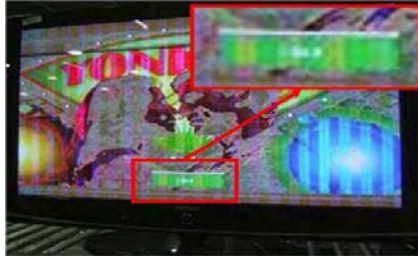
YES

if 13V IS present but NOT on both sides of F1 fuse (Open Fuse)....

NO

Change T-Con Board

## ON SCREEN FAILURE EXAMPLES:



If Picture & Display errors  
Defective Main Board, LVDS,  
or T-CON



Green lines or a green screen  
defective main board , LVDS , or  
T-CON.

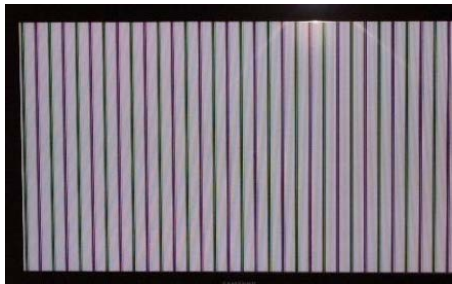


Original Image



Image on Screen

Pixelization can be caused by the main board  
but is more commonly a source error



Vertical or Horizontal Lines :Defective  
Panel likely but also T-CON, LVDS, or Main  
Board. Use Test Patterns in Factory Service  
Mode to determine error)

## ALIGNMENTS:

### 1. Check/Set Option Bytes:

#### Using the Customer Remote

1. Turn the power off and set to stand-by mode
2. Press the remote buttons in this order; POWER OFF-MUTE-1-8-2-POWER ON to turn the set on.
3. The set turns on and enters service mode. This may take approximately 20 seconds.
4. Press the Power button to exit and store data in memory.  
- If you fail to enter service mode, repeat steps 1 and 2 above.
5. Initial SERVICE MODE DISPLAY State

Project	PB5G	PB5G	PB5G
Model	B550	B550	B550
Model Code	PN6B550T2FXZA	PN6B550T2FXZA	PN6B550T2FXZA
No.	ITEMS		
1	Factory Reset	-	-
2	Type	50FSpl4	58FNRK1
3	Model	PB550	PB550
4	TUNER	ALPS	ALPS
5	Region	US	US
6	DDR	SAMSUNG	SAMSUNG
7	Light Effect	Off	Off
8	Inch	50"	58"
9	Exhibition Mode	Off	Off

Option Bytes

Factory Reset	
Type	50FSpl4
Model	PB550
TUNER	ALPS
Region	US
DDR	SAMSUNG
Light Effect	Off
Inch	50"
Exhibition Mode	Off

Model Code	Front Color					
		Type	Model	Tuner	Region	DDR
LN46C650L1FXZA	T-R-BLK	46L1UF0C	LC650	Semco	US	0

**2. Check/Perform Firmware Upgrade for all repairs.**

**3. Perform reset in Service Mode & Plug and Play if Main board is replaced.**

## SPECIAL NOTES:

Inform customer of reset of all  
Settings if Main Board or Panel is replaced.